

**CALIFORNIA DEPARTMENT OF TRANSPORTATION  
DUTY STATEMENT**

CLASSIFICATION TITLE	DIVISION/OFFICE/BRANCH	
Associate Government Program Analyst	Office of Enterprise Risk Management	
WORKING TITLE	POSITION NUMBER	EFFECTIVE DATE
Employee Recognition Program Analyst	702-002-5393-XXX	August 2014

**As a valued member of the Caltrans team, you make it possible for the Department to improve mobility across California by being innovative and flexible; reporting to work regularly and on time; working cooperatively with team members and others; and treating others fairly, honestly and with respect. You take the necessary precautions to safeguard the confidentiality of records containing personal information to which you have access. Your efforts are important to each member of the team, as well as those we serve.**

**GENERAL STATEMENT**

Under direction of the Risk Officer, a Staff Services Manager I, The incumbent will be responsible for journey level analytical work in the development, delivery, coordination, and evaluation of the Caltrans Employee Recognition Program (ERP) which includes: the Superior Accomplishment Awards Program, Merit Award Program, Service Awards program, Governor's Medal of Valor Program, and the Retirement Recognition Program. The Employee Recognition Program Analyst will ensure all activities performed with regards to employee recognition, risk, ethics, compliance and motivation are in alignment with Caltrans' strategic goals and objectives.

**TYPICAL DUTIES:**

Essential (E)/Marginal (M)<sup>1</sup>

- 25% (E) Administer the Superior Accomplishment Awards program which includes analyzing nomination forms, coordinating distribution of all awards to employees, tracking nominations, and creating management reports.
- 20% (E) Administer the Merit Award Program/Employee Suggestion Program which includes analyzing employee suggestions; identifying evaluators and monitoring evaluations; and ensuring monetary awards are appropriately determined, following up on adoptions and preparation of management reports.
- 15% (E) Administer both the Service and Retirement Recognition Programs which includes creation and distribution of 25/40-year appreciation certificates from the Director, and coordination of the Headquarters Biannual 25/40-year ceremony for the Director. The ERP Administrator also is responsible for creation and distribution of Retirement certificates for District Directors and Division Chiefs, the Director and the Governor, as well as consultation regarding gift purchasing.

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<sup>1</sup> ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned  
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

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- 10% (E) Administer the Governor's Medal of Valor Awards Program for the department, which includes analyzing nominations for Special Act and Special Service Awards; and coordinating for Caltrans recipients in the periodic Medal of Valor ceremony.
- 5% (E) Develop and manage the Department's formal motivation efforts; researching and analyzing current trends, communicating techniques to supervisors and employees by preparing newsletter articles, and maintaining internal motivation website.
- 5% (E) Prepare presentation material using reports and data for risk assessments, executive board presentations, and various ad hoc meetings. Tracks and assesses ongoing status of the Department Program.
- 5% (E) Administer the Governor's Medal of Valor Awards Program for the department, which includes analyzing nominations for Special Act and Special Service Awards; and coordinating for Caltrans recipients in the periodic Medal of Valor ceremony.
- 5% (E) Establish and maintain communications with Division and District Coordinators, and provide program updates to all Caltrans Managers and Supervisors.
- 5% (M) Assists in the operation of the Caltrans Helpline; documents complaints received from the third party administered site, phone, mail or other methods. Work collaboratively with Audits & Investigations, Human Resources, and Labor Relations to monitor investigations and responses to complaints.
- 5% (M) Perform additional duties as assigned, such as develop presentations, reports, special projects, correspondence, and graphic design.

### **SUPERVISION EXERCISED OVER OTHERS**

This position does not supervise others, but may act in a lead capacity to consult with managers and supervisors in developing, monitoring, and administering their employee recognition efforts.

### **KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

The position requires familiarity with the Department's statewide organizational structure. Must have knowledge of the Department's mission, goals, and objectives. The incumbent must have the ability to work independently.

The incumbent must have the ability to reason logically and creatively. Must be able to establish and maintain priorities and a level of professional integrity to ensure that the best interests of Administration and the Department are served. The incumbent must also have the ability to work well in an interdisciplinary team and be able to function in a lead capacity when called upon.

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The incumbent must have the ability to establish and maintain cooperative working relationships with departmental staff. In addition, the incumbent must be able to speak and write effectively. Must be able to adopt an effective course of action; develop effective management reports and recommendations based upon sound logical conclusions; maintain confidentiality; develop and maintain team effort and cooperation among staff.

Incumbent must have knowledge of Excel spreadsheets, databases, word processing software and Power point presentation software.

### **PERSONAL CONTACT**

The incumbent maintains communication with all levels of Department staff, from clerical to executive, for the purpose of providing guidance and direction. Incumbent works closely with Districts and Divisions; may be required to have contact with other state agencies.

### **CONSEQUENCE OF ERROR/DECISIONS**

The incumbent will have significant impact on Department's ability to meet its future workforce needs. Good judgment, tact, and the ability to communicate effectively are expected of the incumbent. Data and resource management errors could result in improper management decisions at all levels, inaccurate reporting, incorrect workforce decisions, and inability to meet departmental Strategic Planning goals. Poor judgment in any of these areas would severely constrain Administration's ability to meet program commitments. Errors may have a significant impact on the internal and external operations of the Department.

The incumbent is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage OERM's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

### **PHYSICAL, MENTAL AND EMOTIONAL REQUIREMENTS**

*Physical* – the incumbent may be required to sit for long periods of time using a keyboard and video display terminal. May be required to travel between various Caltrans Sacramento offices to attend meetings.

*Mental* – The incumbent must be able to read and understand a variety of technical documents. Must have the ability to multi-task, adapt to changes in priorities, and produce completed staff work on short notice.

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*Emotional* – The incumbent must be customer service oriented, as Analyst will have interaction with people at all levels within the organization. It is very important that the incumbent possess the ability to work with others in a positive and cooperative manner. Must possess the ability to resolve emotionally charged issues reasonably and professionally. Must deal effectively with pressure while maintaining focus and remaining professional even under adversity.

### **WORK ENVIRONMENT**

The incumbent will work in a climate-controlled office setting environment with artificial and natural lighting. The incumbent will occasionally take transportation or walk to other State facilities to attend meetings or hand-deliver documents in a variety of weather conditions. In state travel may be required.

I have read, and understand the duties listed above and can perform them either with or without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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Employee's Name

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Signature

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Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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Supervisor's Name

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Signature

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Date

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